

REQUEST TO ESTABLISH DOCKET
(PLEASE TYPE)

Date 1/14/98

Docket No. 980078-ELL

1. Division Name/Staff Name Division of Legal Services (Cruz-Bustillo)
2. OPR Division of Legal Services
3. OCR Division of Consumer Affairs (Smith) and Division of Electric Gas
4. Suggested Docket Title, Consumer Complaint by Shirley B. Amie against Florida Power & Light Company regarding backbilling for alleged power diversion by customer
(Shirley B. Amie) Florida Power and Light Company.

5. Suggested Docket Mailing List (attach separate sheet if necessary)

- A. Provide NAMES ONLY for regulated companies or ACRONYMS ONLY regulated industries, as shown in Rule 25-22.104, F.A.C.
- B. Provide COMPLETE name and address for all others. (Match representatives to clients.)

1. Parties and their representatives (if any)

| | |
|-----------------------------|--|
| <u>Shirley B. Amie</u> | <u>Florida Power and Light Company</u> |
| <u>4920 N.W. 24th Court</u> | <u>Attn: Debbie Self</u> |
| <u>Miami, Florida 33142</u> | <u>(305) 635-3670</u> |
| | |
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| | |
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| | |

2. Interested Persons and their representatives (if any)

| | |
|--|--|
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| | |

6. Check one:
- Documentation is attached.
- Documentation will be provided with the recommendation.

Name AMIE, SHIRLEY B.

Company FLORIDA POWER & LIGHT COMPANY

Request No. 1759861

Address 4920 NW 24TH COURT

Attn. DEBBIE SELF 175986

By JRD Time 12:49 PM Date 06/17/97

Consumer's Telephone # (305)-635-3470

To CO Time FAX Date 06/17/97

City/Zip MIAMI 33142 County DADE

Can Be Reached _____

Type B Form Phone

Account Number 68635-76135

Note _____

Category 61-06

Company Contact _____

Limited Response N Outreach _____

Infraction _____

Closed by JRD Date 07/16/97

Reply Received I

Customer says she is being backbilled for \$5761.21 for meter tampering. Please provide a complete report on this matter.

06-23 - The customer called, and she understands that the company has until 07-09, to respond.-JFP

7/3/97 Report received.

7/16/97 Closed by letter.

08/01/97 Received request from customer for an informal conference against Florida Power and Light Company./lar

08-20 - I attempted to call the customer, but I received no answer. The customer does not have an answering machine./JFP

08-21 - I spoke to the customer, and she wants to talk to her husband. She would like to resolve the matter. Also she was concerned because she had received a final notice. The customer understands that her service can not be interrupted for the amount in dispute./JFP

08-22 - The customer's husband called, and he will provide documentation showing he did not have central AC until about a year ago. He will provide this information by 08-27./JFP

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
904-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

Richard Durbin

DUE: 07/09/97

PAGE: 2

08-27 - The customer's husband called, and he can not provide any documentation.

He said he can pay \$150.00, a month, in addition to his bill./JFP

08-27 - I called the company, and Roseanne will return my call./JFP

09-09 - I called Roseanne, and she said the company will agree to the payment arrangements./JFP

09-09 - I called the customer, but the answering machine is not taking messages./JFP

09-09 - I again called the customer, and I received no answer./JFP

10-27 - The customer called. She said that they had agreed to the payment arrangements to gain time. I told the customer that if they intended to stall we should schedule the informal conference. I explained that if the inquiry went to conference that there was no guarantee that the payment arrangements of \$150.00, a month would stay in place. I explained that the company is not obligated to make payment arrangements. The customer understood and agreed to the arrangements.

11-04 - The customer called, and the customer would like an informal conference./JFP

11-12 - The customer called. She would like an informal conference. She said she does not agree with the back billed amount. Note the customer never provided any documentation that would show her consumption was less than estimated. The customer requested I call her back after 4:00, and I attempted to call the customer at 4:20 P.M.. I received no answer./JFP

SETTLEMENT AGREEMENT

PSC Complaint No. 1759861

In Re: Complaint of Shirley B. Amie
against Florida Power & Light
Company

THIS AGREEMENT is between Florida Power & Light Company (referred to as "FPL"), and Shirley Amie (referred to as "Customer").

FPL asserts a claim against Customer, based on the following facts and consideration: FPL backbilled the Customer in the amount of \$5,761.21 for unmetered electric usage and/or investigation charges at 4920 NW 24 Ct., Miami, FL. The backbilling covered the period from July 1, 1991 through March 31, 1997.

Customer disputes the amount of the backbilling.

Both Parties to this Agreement wish to reach a full and final settlement of the backbilling dispute set forth above.

The Parties to this Agreement, in consideration of the mutual covenants and agreements to be performed, as set forth below, agree as follows:

1. Customer agrees to pay FPL the total sum of \$5,761.21 (referred to as "Settlement Amount"), as follows:

Initial payment of \$3,000.00 on or before DECEMBER 26, 1997 and \$100.00 per month due on or before the "New Charges Past Due" date indicated on Customer's regular monthly bills from FPL commencing with the JANUARY 1998 monthly bill and continuing monthly thereafter until the total sum plus all late payment charges (if applicable) are paid in full. A late payment charge will be assessed in the amount of 1.5% per month on the unpaid balance. In the event the Customer defaults on any payment, the entire unpaid balance of the settlement amount shall be immediately due and payable and shall accrue a late payment charge of 1.5% per month and FPL may proceed with immediate disconnection of electric service in accordance with its approved tariff and the rules of the Commission. The Customer understands these payments are in addition to Customer's regular monthly bills from FPL.

The Customer and her husband further agree to sign a promissory note and mortgage securing the debt.

Shirley B. Amie

Chuck Wayne Amie

Florida Power & Light Co.

PSC Complaint No. 175986I

- 2. The parties agree that a satisfactory resolution regarding PSC Complaint No. 175986I has been reached and understand that the settlement is binding on both parties and that the parties waive any right to further review or action.

Dated _____, 1997.

Customer:

Florida Power & Light Company

By: _____
Shirley B. Amie

By: _____

Title: _____

Florida Public Service Commission

By: _____

Title: _____

Chuckwyom Amie

STATE OF FLORIDA

Commissioners:
JULIA L. JOHNSON, CHAIRMAN
J. TERRY DEASON
SUSAN F. CLARK
DIANE K. KJESLING
JOE GARCIA



DIVISION OF CONSUMER AFFAIRS
BEVERLEE DEMELLO
DIRECTOR
(850) 413-6100
TOLL FREE 1-800-342-3552

Public Service Commission

November 19, 1997

Ms. Shirley B. Amie
4920 Northwest 24th Court
Miami, FL 33142

Dear Ms. Amie:

This is to inform you that your request for an informal conference against Florida Power and Light Company, has been scheduled from 10 AM until 12 noon on Friday, December 5, at the following location:

**Florida Public Service Commission
Miami District Office
Suite #400
3625 Northwest 82nd Avenue
Miami, FL 33166-7602**

Please contact Ms. Rachelle Ternier at (305) 470-5600 if you need directions to the office. Since this will be a video teleconference, I will be officiating from the Florida Public Service Commission in Tallahassee. However, there will be representatives from Florida Power and Light Company present at the informal conference in Miami.

Please bring any and all material that you think will be helpful to your case on the day of the informal conference. If you have any questions, please contact me at 1-800-342-3552 or at my direct line 1-850-413-6105.

Sincerely,

A handwritten signature in cursive script that reads "Kate Smith".

Kate E. Smith
Regulatory Specialist III
Division of Consumer Affairs

KES:ewe

c: Florida Power and Light Company

Ms. Rachelle Ternier
Miami District Office - PSC

TELECONFERENCE REQUEST

REQUESTED BY: Leroy A. Rasberry DATE: 11/19/97
(Please print or type name)

PSC DIVISION/OTHER AGENCY: Division of Consumer Affairs

CONFERENCE DATE: 12/05/97 ESTIMATED NUMBER OF ATTENDEES _____

LOCATIONS - FROM: PSC - Tallahassee

TO: 1) PSC - Miami

2)

3)

4)

(For a list of available locations, contact Mike Staden at 413-6261 (SUNCOM: 293-6261)
(Or see PIN for locations and statistics regarding PSC conference rooms)

Scheduled teleconferences must be "precisely timed." There shall be no charge for up to one and one-half hours of lunch and/or break interruptions.

START TIME: 10:00 A.m.

BREAK FROM: _____ .m. TO: _____ .m.

LUNCH FROM: _____ .m. TO: _____ .m.

BREAK FROM: _____ .m. TO: _____ .m.

STOP TIME: 12:00 NOON .m.

REMEMBER: AVOID EXCESS CHARGES - NOTIFY MIKE STADEN (OR MARIAN ELLIS) IMMEDIATELY UPON ENDING A TELECONFERENCE

PURPOSE OF TELECONFERENCE: Video teleconference against Florida Power and Light Company.

REQUIRED SIGNATURES:

REQUESTOR: _____

PSC OFFICE HEAD/DIVISION DIRECTOR: Leroy A. Rasberry

PSC DEPUTY EXECUTIVE DIRECTOR/ADMINISTRATIVE: _____

FOR ADMINISTRATION USE ONLY

PUBLIC SERVICE COMMISSION

DEPARTMENT OF MANAGEMENT SERVICES

CONFIRMED BY: _____ DATE: _____

CONFIRMED BY: _____ DATE: _____

Commissioners:
JULIA L. JOHNSON, CHAIRMAN
SUSAN F. CLARK
J. TERRY DEASON
JOE GARCIA
DIANE K. KIESLING



DIVISION OF CONSUMER AFFAIRS
BEVERLEE DeMELLO
DIRECTOR
(850) 413-6100
TOLL FREE 1-800-342-3552

Public Service Commission

FACSIMILE TRANSMITTAL COVER SHEET

DATE: November 19, 1997

TO: Rachelle Ternier

OFFICE/BUSINESS: Miami District Office - PSC

FAX NUMBER: (305) 470-5606

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-6362

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: _____

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 2

Commissioners:
JULIA L. JOHNSON, CHAIRMAN
SUSAN F. CLARK
J. TERRY DEASON
JOE GARCIA
DIANE K. KIESLING



DIVISION OF CONSUMER AFFAIRS
BEVERLEE DeMELLO
DIRECTOR
(850) 413-6100
TOLL FREE 1-800-342-3552

Public Service Commission

FACSIMILE TRANSMITTAL COVER SHEET

DATE: November 19, 1997

TO: Debbie Self

OFFICE/BUSINESS: Florida Power and Light Company

FAX NUMBER: (305) 552-3849

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-6362

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: _____

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 2

**** Transmit Conf. Report ****

Nov 19 '97 16:03

| | |
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| FL PUBLIC SERVICE COMM—> 613055523849 | |
| No. | 0013 |
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| Result | O K |

**** Transmit Conf. Report ****

Nov 19 '97 16:05

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| Pages | 5 Page(s) |
| Result | O K |

From: Eyvonne Estelle
To: John Plescow
Subject:

=====NOTE=====11/12/97 12:31pm=====

Please call:

Joan Diiorio at (904) 396-9963

Shirley Amie after 4 PM at
(305) 635-3470. She said that the
amount that FPL stated she will pay is
not accurate. This amount was agreed
upon by her husband because he felt
pressured into doing this or their
lights would be cut off. She said she
still disagrees with this amount and
would like to have the informal
conference.



Public Service Commission

State of Florida

-M-E-M-O-R-A-N-D-U-M-

DATE: August 8, 1997
TO: John Plescow - Regulatory Supervisor/Consultant
FROM: Leroy A. Rasberry - Bureau Chief of Complaint Resolutions - Division of Consumer Affairs *LR*
RE: Informal Conference Request

This is to inform you that you have been assigned the informal conference request for Ms. Shirley B. Amie against Florida Power and Light Company. If at all possible, please handle this as a video teleconference.

LAR:ewe

**** Transmit Conf. Report ****

Aug 11 '97 8:29

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State of Florida



Commissioners:
JULIA L. JOHNSON, CHAIRMAN
SUSAN F. CLARK
J. TERRY DEASON
JOE GARCIA
DIANE K. KIESLING

DIVISION OF CONSUMER AFFAIRS
BEVERLEE DeMELLO
DIRECTOR
(850) 413-6100
TOLL FREE 1-800-342-3552

Public Service Commission

FACSIMILE TRANSMITTAL COVER SHEET

DATE: August 8, 1997

TO: Debbie Self

OFFICE/BUSINESS: Florida Power and Light Company

FAX NUMBER: (305) 552-3849

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-6362

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS:

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 2

STATE OF FLORIDA

Commissioners:
JULIA L. JOHNSON, CHAIRMAN
J. TERRY DEASON
SUSAN F. CLARK
DIANE K. KIESLING
JOE GARCIA



DIVISION OF CONSUMER AFFAIRS
BEVERLEE DEMITTO
DIRECTOR
(850) 413-6100
TOLL FREE 1-800-342-3552

Public Service Commission

August 8, 1997

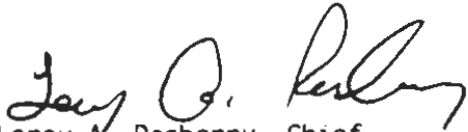
Ms. Shirley B. Amie
4920 Northwest 24th Court
Miami, FL 33142

Dear Ms. Amie:

This is to inform you that the Florida Public Service Commission has received your July 29 letter requesting an informal conference against Florida Power and Light Company. Your request has been assigned to Mr. John Plescow, who will be contacting you in the near future to discuss your concerns.

If you have any questions, please contact him at 1-800-342-3552 or at his direct number 1-850-413-6115.

Sincerely,


Leroy A. Rasberry, Chief
Bureau of Complaint Resolutions
Division of Consumer Affairs

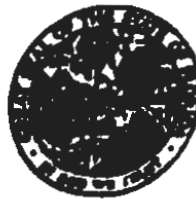
LAR.ewe

**** Transmit Conf. Report ****

Aug 7 '97 15:31

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| Result | O K |

Commissioners:
JULIA L. JOHNSON, CHAIRMAN
SUSAN F. CLARK
J. TERRY DEASON
JOE GARCIA
DIANE K. KIESLING



DIVISION OF CONSUMER AFFAIRS
BEVERLEE DeMELLO
DIRECTOR
(904) 413-6100
TOLL FREE 1-800-342-3552

Public Service Commission

FACSIMILE TRANSMITTAL COVER SHEET

DATE: 8/7/97

TO: Roseanne Lucas

OFFICE/BUSINESS: FPL

FAX NUMBER: 305-552-3849

FROM: DIVISION OF CONSUMER AFFAIRS

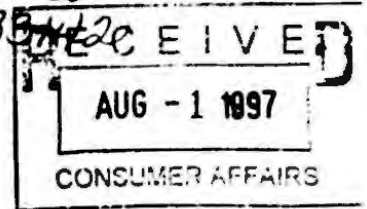
FAX NUMBER: (904) 413-6362 OR 1-800-511-0809

TELEPHONE NUMBER: (904) 413-6100 OR 1-800-342-3552

COMMENTS: _____

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 3

Chukwum + Shirley Amie
4920 N.W. 24th St.
Miami, Fl. 33142
7/29/97



Dear Beverly,
Thank for your July 22, 1997
letter with regards to our request
for help in resolving a billing
matter by the Florida Power & Light
Co., which we consider to be unfair
to us.

I would like to paint a picture
of my neighborhood for you can see
why I think some one did this to
punish us.

Mine and two other single homes
are the only private home in this
Avenue area, and we have for years
struggled and tried to keep our area
free from drug dealers since the
remaining housing are government
project housing. We have had several
break ins over the ten year period
that we have lived at the above
address.

I cannot state the whole story
in this short letter. I will appreciate
it, if I can be granted an opportunity
to have an informal conference
with anyone that can help us. I
can then explain myself as to why
I think that my meter was stolen
and replaced with another one.

is not for Florida Power & Light Co.
notifying us.

Please help us

Thanks

Your Sincerely
Chukwura + Tracy Ann

**** Transmit Conf. Report ****

Jul 22 '97 12:36

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|---------------------------------------|-----------|
| FL PUBLIC SERVICE COMM—> 613055523849 | |
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| Mode | NORMAL |
| Time | 1'35" |
| Pages | 3 Page(s) |
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STATE OF FLORIDA

Commissioners:
JULIA L. JOHNSON, CHAIRMAN
J. TERRY DEABON
SUSAN F. CLARK
DIANE K. KIESLING
JOE GARCIA



DIVISION OF CONSUMER AFFAIRS
BEVERLEE DEMELLO
DIRECTOR
(850) 413-6100
TOLL FREE 1-800-342-3552

Public Service Commission

July 22, 1997

Ms. Shirley B. Amie
4920 Northwest 24th Court
Miami, FL 33142

Dear Ms. Amie:

This is in response to your inquiry concerning Florida Power and Light Company (FPL).

Documents provided to the Florida Public Service Commission (PSC) by FPL indicate the following:

- *On December 28, 1996, an FPL representative reported that there was an unauthorized meter in place at your residence;*
- *On March 11, 1997, an FPL investigator removed the unauthorized meter and installed a new meter;*
- *The unauthorized meter was tested at the FPL test center and found to have no inner seal, heavy blade wear, and a cracked or broken canopy.*

Rule No. 25-6.104, Florida Administrative Code, states:

"UNAUTHORIZED USE OF ENERGY: In the event of unauthorized or fraudulent use, or meter tampering, the utility may bill the customer on a reasonable estimate of the energy used."

Ms. Shirley B. Amle

Page 2

July 22, 1997

This rule authorizes electric utilities to backbill the customer of record for a reasonable estimate of the electricity consumed but not metered due to meter tampering or fraudulent use. It is not necessary for the utility to demonstrate who tampered with the meter, only that it was tampered with and that you, as the customer of record, benefitted from that tampering by paying less for electricity than you would have had there not been any meter tampering. The company may also recover from you the cost of its investigation.

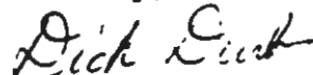
Your account has been backbilled from July 1, 1991, which is as far back as FPL has billing records, until March 11, 1997, when the new meter was installed. The backbilled amount of \$5,761.21, which includes \$240.35 investigative costs, was calculated by the seasonal average percentage of use method. This calculation method takes your actual electric consumption and applies that to charts which take into consideration variations in heating and cooling demand due to the weather in your area.

It appears that FPL has backbilled your account in compliance with the rules of the PSC and that no adjustment is appropriate. However, if you wish to pursue this matter further, you may request an informal conference. To request such a conference, please provide your request in writing to us within 30 days from the date of this letter, and direct that correspondence to the following:

*Mrs. Beverlee DeMello, Director
Division of Consumer Affairs,
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850*

If you have any questions, please contact me at 1-800-342-3552.

Sincerely,



Dick Durbin
Regulatory Supervisor/Consultant
Division of Consumer Affairs

c: Ms. Debbie Self, Florida Power and Light

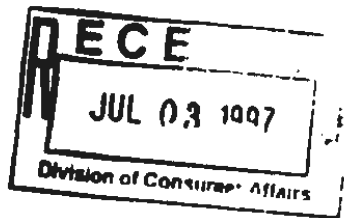
DD:ewe

FPL

SHIRLEY B. AMIE
4920 NW 24 CT
MIAMI, FL 33142

FINAL REPORT

DATE: 6/27/97
TO: DICK FROM: 108
FPSC #: 175987
NEXT RESPONSE SHOULD BE RECEIVED BY: 1-14



SEE ATTACHED HARD COPY REPORT.

IT APPEARS FPL IS IN COMPLIANCE WITH F.A.C. #25-6.104.

RITA LYNN
----- 06/24/97
RP SUPERVISOR

FPSC RECEIVED: 6/17/97 - RESPONSE SUBMITTED: 6/27/97

FLORIDA POWER & LIGHT

CUSTOMER RESPONSE

FPSC No.: 97F1226 **REPORT STATUS:** FINAL **DATE:** June 23, 1997

1. **CUSTOMER NAME:** SHIRLEY B. AMIE
2. **SERVICE ADDRESS:** 4920 NW 24 CT
3. **CITY:** MIAMI **STATE:** FL **ZIP:** 33142
4. **ACCOUNT No.:** 68635-76135
CASE No.: 97E216891642
5. **INVESTIGATION INITIATED BY:** METER READING DEPARTMENT
DATE: DECEMBER 28, 1996
6. **METER SEAL STATUS:** **METER No.:** 5C44790
INITIAL OBSERVATION: LOOSE METER
7. **METERMAN INSPECTION DATE:** MARCH 11, 1997
NEW METER SET: YES
PRETESTED: NO, NEW FROM FACTORY.
8. **OBSERVATIONS:** UNAUTHORIZED METER
9. **TEST RESULTS:** FL 100.00 LL 99.55 WA 99.91 VB 10/10
DATE: APRIL 1, 199
10. **OBSERVATIONS:** NO INNER SEAL, UNAUTHORIZED METER, BLADE WEAR,
BROKEN OR CRACKED CANOPY
11. **CUSTOMER CONNECT DATE:** OCTOBER 7, 1988
METER SET DATE: JULY 1, 1978
12. **ADDITIONAL BILLING TIME FRAME**
FR: JULY 1, 1991 **TO:** MARCH 31, 1997
13. **REASON FOR START DATE:** RECORD RETENTION
14. **METHOD USED IN ADDITIONAL BILLING:** SEASONAL AVERAGE
15. **REASON WHY OTHER METHODS WERE NOT USED:**
 - A. **TEST RESULTS:** METER TESTED WAS THE UNAUTHORIZED AND WAS NOT
IN THE SOCKET THE ENTIRE TIME
 - B. **FOLLOW-UP READINGS:** WHERE NOT NEEDED
 - C. **PREVIOUS HISTORY:** USED IN CONJUNCTION WITH THE PERCENTAGE OF
USAGE
 - D. **PERCENTAGE OF USAGE:** USED JUNE 1997, DECEMBER AND AUGUST
1994 TO OBTAIN THE SEASONAL AVERAGE

16. BILLING IN ACCORDANCE WITH: 25-6.104 FLA. ADMINISTRATIVE
CODE.
17. TOTAL KWH ADDITIONAL BILLED: 63,953 DOLLAR AMT.\$5,520.86
18. INVESTIGATIVE COST BILLED: YES AMOUNT: \$240.35
REASON: MANUAL DIVERSION
19. TOTAL ADDITIONAL BILLED AMT: \$5,761.21
20. NUMBER OF MONTHS BILLED: 69 DATE BILL MAILED: JUNE 10, 1997
21. NAME/DATE OF CUSTOMER CONTACT: SEE ATTACHMENT
22. DETAILS OF BILLING SENT TO CUSTOMER: NO
IF NOT, WHY? NOT REQUESTED
23. CUSTOMER CONTACT INFORMATION: SEE ATTACHMENT
24. PAYMENT ARRANGEMENTS MADE: NO
INITIAL PAYMENT OF: \$N/A
BALANCE IN 0 EQUAL PAYMENTS OF \$ 0 PER MONTH.

REVENUE PROTECTION SUPV.

DATE

Rita D. Lynne

SYSTEM REVENUE PROTECTION
MANAGER

6-23-97

DATE

23. ON JUNE 13, 1997 MR. AMIE CALLED REGARDING REBILLING. FPL INVESTIGATOR EXPLAINED REASON FOR REBILLING AND METHOD OF BILLING. CUSTOMER CLAIMED NO KNOWLEDGE OF DIVERSION AND HE WILL CALL BACK TO GET MORE DETAILS.

ON JUNE 17, 1997 CUSTOMER WAS ADVISED THAT FPL HAD RECEIVED THE COMPLAINT TO THE PUBLIC SERVICE COMMISSION.

FPL

CASE SUMMARY

SHIRLEY B. AMIE
4920 NW 24 CT
MIAMI, FL 33142

ON DECEMBER 28, 1996, FPL METER READING DEPARTMENT INITIATES INVESTIGATION.

ON MARCH 11, 1997, FPL REVENUE PROTECTION METERMAN REMOVES UNAUTHORIZED METER AND INSTALL A NEW METER.

ON APRIL 1, 1997, METER REMOVED FROM THE ABOVE IS TESTED AT THE FPL TEST CENTER. THE TEST REVEALED THE FOLLOWING: NO INNER SEAL, UNAUTHORIZED METER, HEAVY BLADE WEAR, BROKEN OR CRACKED CANOPY. THE TEST RESULTS WERE THE FOLLOWING:

FULL LOAD: 100% LIGHT LOAD: 99.55% WEIGHTED AVERAGE: 99.91%

ON MAY 31, 1997, THE ACCOUNT IS REBILLED USING THE SEASONAL AVERAGE.

ON JUNE 10, 1997, BILL WAS MAILED TO CUSTOMER.

ON JUNE 17, 1997, CUSTOMER WAS ADVISED FPL HAD RECEIVED THE COMPLAINT TO THE PUBLIC SERVICE COMMISSION.

IT APPEARS FPL IS IN COMPLIANCE WITH FAC 25-6.104

RPIN RPI DETAIL INFO
68635-76135 85 03 381 E ACT
SHIRLEY B AMIE
4920 NW 24TH CT

RPI DETAIL INFO
10/07/88 1/044/ .024
PH (305)635-3470 S
S/T# 267-19-1020

04/21/97 08:04:30

SPEC

MIAMI FL 33142 P OLDBA:85-03-381-21700-3
RPI NUMBER 216891642 DATE CREATED 12/28/96 SOURCE EMR TYPE R3 STATUS FLDC

DATE FOUND 12/28/96 TIME FOUND 1008 (MILITARY TIME) PAGE 1 OF 1
METER AS FOUND: TYPE CD MTR NUMBER 5C 44790 RDG 14710
METER SEALED (Y/N) SEAL COND SEAL NO. COLOR YR
DISK TURNING (Y/N) INNER SEAL INTACT (Y/N) METER ACCESS CODE

EQUIP ON (X): CENTRAL A/C WALL A/C WASHER DRYER POOL PUMP UNKNOWN
INSIDE LIGHTS OUTSIDE LIGHTS OTHER

INITIAL CONDITION OBSERVED (CODE)
DESCRIPTION

EMR REMARKS LOOSE MTR

EMPLOYEE NAME

SSN

MTR RDR ID FEM

PAYROLL LOC

EMP DEPT NAME

NEXT TYPE A FIND

GWA 80

COMPLETE LIST

18-RPI INSPECT

NEW

FAC

RPIP RPI INSPECTION INFO
68635-76135 85 03 381 ACT
SHIRLEY B AMIE
4920 NW 24TH CT
MIAMI

RPI INSPECTION J 70
10/07/88 1/044/ J024
PH (305)635-3470 S
S/T# 267-19-1020

04/21/97 08:04:37

SPEC

FL 33142 P OLDBA:85-03-381-21700-3

RPI NUMBER 216891642 DATE CREATED 12/28/96 SOURCE EMR TYPE R3 STATUS FLDC

DATE INSPECTED 03/11/97

MTRMAN NM YGZ

METER AS FOUND: TYPE CD 25 MTR NUMBER 5C 18433 RDG 66101

METER SEALED (Y/N) SEAL COND ___ SEAL NO. _____ COLOR _____ YR _____

DISK TURNING (Y/N) METER FOUND LOCKED (Y/N) INNER SEAL COND ___

EQUIP ON (X): CENTRAL A/C ___ WALL A/C ___ WASHER ___ DRYER ___ POOL PUMP ___ UNKNOWN
INSIDE LIGHTS ___ OUTSIDE LIGHTS ___ OTHER _____

INSPCT COND OBSERVED (CODE) 13 UNAUTHORIZED METER

ACTION METERMAN TOOK (CODE) 02 REPLACED METER

METER RESEALED (Y/N) SEAL NO. _____ COLOR _____ YEAR _____

METER LOCKING DEVICE TYPE ___

INSPCT RMKS _____

NEXT _____ TYPE A FIND _____ GWA 80

COMPLETE LIST SQLERR - NEWS_FACT_USER, NOTIFY SUPV.

13-RPI DETAIL 15-BILL HIST 16-RPI CASE 17-RDG MAINT 22-GN DTA MAIN NE
FAC

GMM METER MAINTENANCE SELECT

04/21/97 08:04:20

68635-76135 85 03 381 ACT 10/07/88 1/044/ 5C .024
SHIRLEY B AMIE PH (305)635-70 S
4920 NW 24TH CT S/T# 267-19-1020
MIAMI FL 33142 P OLOBA:85-03-381-21700-3

SPEC

ACTION CD MTR NUMBER KWH CONST KWD CONST MFG SERIAL# CHN SET DATE
- (X/C) 36 5C 28024 1 0000.0000 03/11/97

MTR TYP HOW LEFT NO DIAL PULSE LOCK DIGITAL METER # REMV DATE
ELE ON 5 N

ACTION CD MTR NUMBER KWH CONST KWD CONST MFG SERIAL# CHN SET DATE
- (X/C) 81 5C 44790 1 0000.0000 G 07/01/75

MTR TYP HOW LEFT NO DIAL PULSE LOCK DIGITAL METER # REMV DATE
ELE ON 5 03/11/97

-----SSDR RECORDER INFORMATION-----
MANUFACTURER: SERIAL NUMBER: TYPE:

NEXT TYPE A FIND _____ GWA 80

COMPLETE LIST

17-RDG MAINT 18-TEST HSTRY

NE
FAC

F P L M E T E R T E S T R E P O R T

FPL SYMBO...: 5C
COMPANY NUMBER: 18433
SERIAL NUMBER.: G083725582
TYPE_CODE.....: 25
DATE OF TEST...: 04/01/1997
DISTRICT.....: 85
ADDRESS.....: 4920 NW.24 CT.
AS FOUND TEST RESULTS: SF: 100.00 SP: SL: 99.55 WA: 99.91
AS LEFT TEST RESULTS.: SF: 100.00 SP: SL: 99.55 WA: 99.91
REGISTER TEST (VERIBOARD) RESULTS: 10/10
DIAL READING IN.: 66102
DIAL READING OUT: 66172
TEST REASON...: RPT
CREEP (YES/NO)....: N
OPERATOR.....: EBC
KWH BOARD #.....: 08
DEMAND BOARD #....:
KWD FULL SCALE....:
KWD % ERROR AF....: + .
KWD % ERROR AL....: + .
TRANSMITTAL NUMBER:
TRANSMITTAL DATE...: / /
GENERAL REMARKS...: 51,13,34,94

COMMENTS: _____

SIGNATURE _____ DATE _____

(B# 111)

VERY heavy blade
wear copper capised.

KWH SUMMARY

Name : SHIRLEY B AMIE

Address : 4920 NW 24TH CT

MIAMI

Meter Set Date : 7/1/78

Meter Number : 5C44780

Bill Account : 68635-76135

Customer Connect Date: 10/7/88

OLBA : OLDBA:85-03-381-21700-3

Case Number : 97E216891642

| MONTH | 1997 | 1996 | 1995 | 1994 | 1993 | 1992 | 1991 |
|-------|---|-----------------------------------|---------------------------------------|----------------------------------|---------------------------------------|------------------|---|
| JAN | 536 <small>12/20/96</small> A | 1054 <small>1/2/96</small> A | 1617 <small>1/3/95</small> | 1291 <small>1/3/94</small> | <i>2/31/92</i> 1088 | <i>1/3</i> 1001 | |
| FEB | 1204 <small>1/29/97</small> A | 567 <small>1/31/96</small> A | 832 <small>2/1/95</small> | 1169 <small>2/1/94</small> | <i>1/27</i> 989 | <i>2/3</i> 1080 | <i>2/1</i> 1062 |
| MAR | 727 <small>2/20/97</small> A | 1112 <small>2/29/96</small> A | 1131 <small>2/2/95</small> | 1279 <small>3/3/94</small> | <i>3/2</i> 1085 | <i>3/3</i> 768 | <i>3/4</i> 1142 |
| APR | ✓ 1125 <small>3/31/97</small> A | 634 <small>3/29/96</small> A | <u>2070</u> <small>3/31/95</small> | 1319 <small>4/1/94</small> | 1047 <small>4/1/93</small> | <i>4/1</i> 805 | <i>4/2</i> 915 865 |
| MAY | <i>4/27</i> 1370 <small>4/29/96</small> A | 991 <small>4/29/96</small> A | <u>997</u> <small>5/1/95</small> A | 1403 <small>5/2/94</small> | 1070 <small>4/30/93</small> | <i>4/30</i> 761 | <i>5/1</i> 807 |
| JUN | <i>5/27</i> 1931* <small>5/29/96</small> A | 894 <small>5/29/96</small> A | 2311 <small>5/31/95</small> A | 1433 <small>6/1/94</small> | 1111 <small>6/1/93</small> | <i>6/1</i> 796 | <i>5/31</i> 986 |
| JUL | | 946 <small>6/27/96</small> A | 2172 <small>6/29/95</small> A | 1550 <small>6/30/94</small> | 1104 <small>6/30/93</small> | <i>6/30</i> 826 | <i>7/1</i> 1144 104 |
| AUG | | 1440 <small>7/29/96</small> K | 1617 <small>7/31/95</small> A | * 2885 <small>8/1/94</small> | 1342 <small>7/30/93</small> | <i>7/30</i> 1076 | <i>8/1</i> 1156 |
| SEP | | 628 <small>8/27/96</small> A | 1479 <small>8/29/95</small> K | 1544 <small>8/30/94</small> | 1024 <small>8/31/93</small> | <i>8/31</i> 1124 | <i>8/30</i> 1171 |
| OCT | | 910 <small>9/26/96</small> A | 1120 <small>9/28/95</small> A | 1507 <small>9/29/94</small> | <u>2809</u> <small>9/30/93</small> | <i>9/30</i> 480 | <i>10/1</i> 1185 |
| NOV | | 1025 <small>10/25/96</small> A | 919 <small>10/27/95</small> A | 2147 <small>10/31/94</small> | 1141 <small>10/29/93</small> | <i>10/29</i> 864 | <i>11/1</i> 924 1154 |
| DEC | | 1381 <small>11/26/96</small> A | 853 <small>11/29/95</small> A | * 2099 <small>12/1/94</small> | 1268 <small>12/1/93</small> | <i>12/1</i> 1166 | <i>12/1</i> 1102 |
| TOTAL | 3592 | 11582 | 17118 | 19628 | 11918 | | |

Additional Billing Worksheet - South Area

Customer Information

| | | | | |
|-------------------------------|--------------------|-------------------------|-------------|----------|
| 68635-76135 85 03 381 ELE ACT | 10/7/88 1/044/ | 5C28024 | Case # | 97E21689 |
| SHIRLEY B AMIE | PH (305)635-3470 S | SPEC | Meter # | 5C 44790 |
| 4920 NW 24TH CT | S/T# 267-19-1020 | CCIN | Set Date | 7.1.7 |
| MIAMI FL 33142 | P | OLDBA:85-03-381-21700-3 | Svc To Date | 5/31/9 |
| GMAD | | | ASBILL | 8442 |
| | | | REBILL | 14982 |
| | | | ADDITIONAL | 6532 |

| # | Month | Year | KWH | % | Yearly |
|---|-------|------|------|------|--------|
| 1 | Jun | 97 | 1931 | 9.11 | 21196 |
| 2 | Dec | 94 | 2099 | 7.76 | 27049 |
| 3 | Aug | 94 | 2885 | 10.2 | 28284 |
| 4 | | | | | |

Average of Total Yearly Usage = - - >

2551

Statements

Account Rebilled From 05/31/91 To NMS, 03/11/97 . Using Seasonal Average Percentage.

1617 / 31 = 52.16 Per Day. 52.16 * 11 Days On Old Meter = 574 .
 574 + 1125 NMS Usage = 1699

Service To - 97

| Month | Days | KWH Reading | KWD Rding | KWH Asbilled | KWD | % Usage | KWH Rebilled | KWD | Remarks |
|-------|----------|-------------|-----------|--------------|-----|---------|--------------|-----|---------|
| Dec | | | | | | 6.95 | | | |
| Nov | | | | | | 7.97 | | | |
| Oct | | | | | | 9.80 | | | |
| Sep | | | | | | 10.54 | | | |
| Aug | | | | | | 11.14 | | | |
| Jul | | | | | | 10.02 | | | |
| Jun | | | | | | 9.11 | | | |
| May | | | | | | 7.65 | | | |
| Apr | 03/31/97 | 31 | 1125 | 1125 | | 6.34 | 1699 | | |
| Mar | 02/28/97 | 30 | 16641 | 727 | | 6.31 | 1610 | | |
| Feb | 01/29/97 | 33 | 15914 | 1204 | | 8.52 | 1663 | | |
| Jan | 12/28/96 | 31 | 14710 | 536 | | 7.65 | 1952 | | |

Service To - 96

| | | | | | | | | | |
|-----|----------|----|-------|------|--|-------|------|--|--|
| Dec | 11/26/96 | 32 | 14174 | 1381 | | 6.95 | 1773 | | |
| Nov | 10/25/96 | 29 | 12793 | 1025 | | 7.97 | 2033 | | |
| Oct | 09/26/96 | 30 | 11788 | 910 | | 9.80 | 2500 | | |
| Sep | 08/27/96 | 29 | 10858 | 628 | | 10.54 | 2689 | | |
| Aug | 07/29/96 | 32 | 10230 | 1440 | | 11.14 | 2842 | | |
| Jul | 06/27/96 | 29 | 8790 | 948 | | 10.02 | 2556 | | |
| Jun | 05/29/96 | 30 | 7844 | 894 | | 9.11 | 2324 | | |
| May | 04/29/96 | 32 | 6950 | 991 | | 7.65 | 1952 | | |
| Apr | 03/29/96 | 28 | 5959 | 634 | | 6.34 | 1617 | | |
| Mar | 02/29/96 | 29 | 5325 | 1112 | | 6.31 | 1610 | | |
| Feb | 01/31/96 | 29 | 4213 | 567 | | 6.52 | 1663 | | |
| Jan | 01/02/96 | 34 | 3646 | 1054 | | 7.65 | 1952 | | |

CDIC CHARGES \$240.35

Billed By: E. FORMOSO

000007 DATE 5/30/97

Additions Billing Worksheet - South Area

Customer Information

68635-76135 85 03 381 ELE ACT 10/7/88 1/044/ 5C28024
 SHIRLEY B AMIE PH (305)635-3470 S SPEC
 4920 NW 24TH CT S/T# 267-19-1020 CCIN
 MIAMI FL 33142 P OLDBA:85-03-381-21700-3
 GMAD

Case # 97E21689
Meter # 5C 44790
Set Date 2867
Svc To Date 3336
ASBILL
REBILL
ADDITIONAL

| # | Month | Year | KWH | % | Yearly |
|---|-------|------|------|------|--------|
| 1 | Jun | 97 | 1931 | 9.11 | 21196 |
| 2 | Dec | 94 | 2099 | 7.76 | 27049 |
| 3 | Aug | 94 | 2885 | 10.2 | 28284 |
| 4 | | | | | |

Average of Total Yearly Usage - - >

2551

Statements

Account Rebilled From 05/31/91 To NMS, 03/11/97 . Using Seasonal Average Percentage.

1617 / 31 = 52.16 Per Day. 52.16 * 11 Days On Old Meter = 574 .
 574 + 1125 NMS Usage = 1699

Service To - 95

| Month | Days | KWH Reading | KWD Rding | KWH Asbilled | KWD | % Usage | KWH Rebilled | KWD | Remarks |
|-------|----------|-------------|-----------|--------------|-------|---------|--------------|-----|--|
| Dec | 11/29/95 | 33 | 2592 | 853 | 6.76 | 1724 | | | <i>Handwritten:</i> 11/29/95 1st C.A.P. 6/14 |
| Nov | 10/27/95 | 29 | 1739 | 919 | 8.72 | 2224 | | | |
| Oct | 09/28/95 | 30 | 620 | 1120 | 10.07 | 2569 | | | |
| Sep | 08/29/95 | 29 | 99700 | 1479 | 10.25 | 2615 | | | |
| Aug | 07/31/95 | 32 | 98221 | 1617 | 10.18 | 2597 | | | |
| Jul | 06/29/95 | 29 | 96604 | 2172 | 10.23 | 2610 | | | |
| Jun | 05/31/95 | | 94432 | 2311 | 10.14 | 2587 | | | |
| May | 05/01/95 | | 92121 | 997 | 8.29 | 2115 | | | |
| Apr | 03/31/95 | | 91124 | 2070 | 6.68 | 2070 | | | |
| Mar | 03/02/95 | | 89054 | 1131 | 5.99 | 1528 | | | |
| Feb | 02/01/95 | | 87923 | 832 | 6.22 | 1587 | | | |
| Jan | 01/03/95 | | 87091 | 1617 | 6.47 | 1650 | | | |

Service To - 94

| | | | | | | | | |
|-----|----------|--|-------|------|-------|------|--|--|
| Dec | 12/01/94 | | 85474 | 2099 | 7.76 | 2099 | | |
| Nov | 10/31/94 | | 83375 | 2147 | 8.54 | 2179 | | |
| Oct | 09/29/94 | | 81228 | 1507 | 9.20 | 2347 | | |
| Sep | 08/30/94 | | 79721 | 1544 | 10.14 | 2587 | | |
| Aug | 08/01/94 | | 78177 | 2885 | 10.20 | 2885 | | |
| Jul | 06/30/94 | | 75292 | 1550 | 10.72 | 2735 | | |
| Jun | 06/01/94 | | 73742 | 1433 | 9.46 | 2413 | | |
| May | 05/02/94 | | 72309 | 1403 | 8.25 | 2105 | | |
| Apr | 04/01/94 | | 70906 | 1319 | 7.20 | 1837 | | |
| Mar | 03/03/94 | | 69587 | 1279 | 6.29 | 1605 | | |
| Feb | 02/01/94 | | 68308 | 1169 | 6.06 | 1546 | | |
| Jan | 01/03/94 | | 67139 | 1291 | 6.18 | 1577 | | |

Billed By:

DATE

5/30/97

Addition Billing Worksheet - South Area

Customer Information

68635-76135 85 03 381 ELE ACT 10/7/88 1/044/ 5C28024
 SHIRLEY B AMIE PH (305)835-3470 S SPEC
 4920 NW 24TH CT S/T# 267-19-1020 CCIN
 MIAMI FL 33142 P OLDBA:85-03-381-21700-3
 GMAD

Case # 97E21689
 Meter # 5C 44790
 Set Date 2867
 Svc To Date 333E
 ASBILL
 REBILL
 ADDITIONAL

| # | Month | Year | KWH | % | Yearly |
|---|-------|------|------|------|--------|
| 1 | Jun | 97 | 1931 | 9.11 | 21196 |
| 2 | Dec | 94 | 2099 | 7.76 | 27049 |
| 3 | Aug | 94 | 2865 | 10.2 | 28284 |
| 4 | | | | | |

Average of Total Yearly Usage = - >

2551

Statements

Account Rebilled From 05/31/91 To NMS, 03/11/97 . Using Seasonal Average Percentage.

1617 / 31 = 52.16 Per Day. 52.16 * 11 Days On Old Meter = 574 .
 574 + 1125 NMS Usage = 1699

Service To - 93

| Month | Days | KWH Reading | KWD Rding | KWH Asbilled | KWD | % Usage | KWH Rebilled | KWD | Remarks |
|-------|----------|-------------|-----------|--------------|-----|---------|--------------|-----|---------|
| Dec | 12/01/93 | 65848 | | 1268 | | 7.83 | 1946 | | |
| Nov | 10/29/93 | 64580 | | 1141 | | 8.61 | 2196 | | |
| Oct | 09/30/93 | 63439 | | 2809 | | 9.74 | 2809 | | |
| Sep | 08/31/93 | 60630 | | 1024 | | 10.83 | 2763 | | |
| Aug | 07/30/93 | 59606 | | 1342 | | 11.38 | 2903 | | |
| Jul | 06/30/93 | 58264 | | 1104 | | 10.64 | 2714 | | |
| Jun | 06/01/93 | 57160 | | 1111 | | 9.02 | 2301 | | |
| May | 04/30/93 | 56049 | | 1070 | | 7.01 | 1788 | | |
| Apr | 04/01/93 | 54979 | | 1047 | | 6.65 | 1696 | | |
| Mar | 03/02/93 | 53932 | | 1085 | | 5.76 | 1469 | | |
| Feb | 01/29/93 | 52847 | | 989 | | 5.90 | 1505 | | |
| Jan | 12/31/92 | 51858 | | 1088 | | 6.83 | 1742 | | |

Service To - 92

| | | | | | | | | | |
|-----|----------|-------|--|------|--|-------|------|--|--|
| Dec | 12/01/92 | 50770 | | 1166 | | 7.37 | 1880 | | |
| Nov | 10/29/92 | 49604 | | 864 | | 8.85 | 2258 | | |
| Oct | 09/30/92 | 48740 | | 480 | | 9.17 | 2339 | | |
| Sep | 08/31/92 | 48260 | | 1124 | | 9.71 | 2477 | | |
| Aug | 07/30/92 | 47136 | | 1076 | | 11.56 | 2949 | | |
| Jul | 06/30/92 | 46060 | | 826 | | 10.86 | 2770 | | |
| Jun | 06/01/92 | 45234 | | 796 | | 9.27 | 2365 | | |
| May | 04/30/92 | 44438 | | 761 | | 7.26 | 1857 | | |
| Apr | 04/01/92 | 43677 | | 805 | | 6.48 | 1653 | | |
| Mar | 03/03/92 | 42872 | | 768 | | 6.57 | 1676 | | |
| Feb | 02/03/92 | 42104 | | 1080 | | 6.19 | 1579 | | |
| Jan | 01/03/92 | 41024 | | 1001 | | 6.69 | 1707 | | |

Billed By:

DATE 5/30/97

Addition: Billing Worksheet - South Area

Customer Information

68635-76135 85 03 381 ELE ACT 10/7/88 1/044/ 5C28024
 SHIRLEY B AMIE PH (305)635-3470 S SPEC
 4920 NW 24TH CT S/T# 267-19-1020 CCIN
 MIAMI FL 33142 P OLDBA:85-03-381-21700-3

Case # 97E21689
 Meter # 5C 44790
 Set Date 2867
 Svc To Date 3338
 ASBILL
 REBILL
 ADDITIONAL

| # | Month | Year | KWH | % | Yearly |
|---|-------|------|------|------|--------|
| 1 | Jun | 97 | 1931 | 9.11 | 21196 |
| 2 | Dec | 94 | 2099 | 7.76 | 27049 |
| 3 | Aug | 94 | 2885 | 10.2 | 28284 |
| 4 | | | | | |

Average of Total Yearly Usage == >

2551

Statements

Account Rebilled From 05/31/91 To NMS, 03/11/97 . Using Seasonal Average Percentage.

1617 / 31 = 52.16 Per Day. 52.16 * 11 Days On Old Meter = 574 .
 574 + 1125 NMS Usage = 1699

Service To - 91

| Month | Days | KWH Reading | KWD Rding | KWH Asbilled | KWD | % Usage | KWH Rebilled | KWD | Remarks |
|----------------|---------------------|------------------|-----------|-----------------|-----|------------------|-----------------|-----|---------|
| Dec | 12/03/91 | 40023 | | 1102 | | 6.72 | 1714 | | |
| Nov | 11/01/91 | 38921 | | 924 | | 7.82 | 1895 | | |
| Oct | 10/01/91 | 37997 | | 1185 | | 9.81 | 2452 | | |
| Sep | 08/30/91 | 38812 | | 1171 | | 10.61 | 2707 | | |
| Aug | 08/01/91 | 35841 | | 1156 | | 10.97 | 2798 | | |
| Jul | 07/01/91 | 34485 | | 1144 | | 10.14 | 2587 | | |
| Jun | | | | | | 9.53 | | | |
| May | | | | | | 8.53 | | | |
| Apr | | | | | | 6.85 | | | |
| Mar | | | | | | 6.32 | | | |
| Feb | | | | | | 6.08 | | | |
| Jan | | | | | | 6.82 | | | |

Service To - 89

| | | | | | | | | | |
|-----|--|--|--|--|--|-------|--|--|--|
| Dec | | | | | | 6.67 | | | |
| Nov | | | | | | 8.17 | | | |
| Oct | | | | | | 10.27 | | | |

Billed By:

DATE 5/30/97

CDIC CHARGES

Case Number : 97E21689

Meter : 23.88 \$23.88
5C

| Locking Device Cost | Number | Cost | Total |
|----------------------------|--------|------|-------|
| Lock Ring | | | |
| Front Entry | | | |
| Side Entry | | | |
| HASP Locking Assembly | | | |
| Bracket Locking Assembly | | | |
| Barrel Lock (1 1/16" Hasp) | | | |
| 2" Barrel Padlock | | | |
| FT Knox Lock | | | |
| Lock Pin | | | |
| Johnny Bar 24" -34" | | | |
| Johnny Bar 31"-50" | | | |
| Johnny Bar 35"- 54" | | | |
| Johnny Bar 48"- 66" | | | |
| Sub Total | | | |

Locking Device

| Vehicle | Time | Rate | Total |
|----------------------|------|--------|---------------|
| Meter Truck | 0.5 | \$4.58 | 2.29 |
| Trouble Truck | | | |
| Line / Trailer Truck | | | |
| Underground | | | |
| CO. Passenger Car | | | |
| Sub Total | | | \$2.29 |

\$2.29

Vehicle Cost

Contract Car @ \$0.31 Per Mile , Miles Driven

Miscellaneous

\$2.29

Pictures @ \$1.08 # of
Other

Miscellaneous

| Labor | Time | Rate | Total |
|------------------|------|---------|-----------------|
| Investigator #1 | 2 | \$45.06 | \$90.12 |
| Investigator #2 | | | |
| Meterman "A" | 0.5 | \$56.39 | \$28.20 |
| Meterman "A" | | | |
| Sub Total | | | \$118.32 |

Labor - Sub Total \$118.32

Meter Test 1 \$28.20

Accounting 67.86 \$67.86
66

Clerical
Other

Labor \$214.38

Total Amount Of CDIC \$240.35

BILLING RESULTS

| | KWH | DOLLAR AMOUNT |
|--------------------------------------|--------------|--------------------------|
| 1 Seasonal Average Percentage | 65314 | 5588.43 |
| 2 Weighted Average | | |
| Full Load | | |
| Light Load | | |
| Weighted Average | | |
| 3 Vari Board | | |
| 4 Average Daily Usage | | |
| 5 Previous History | | |
| 6 Previous Consumption | | |
| 7 Load Factor | | |

Disconnect Reading On MCO and Field Order Should = 16641
CIS Is Showing Disconnect Reading = 16641

NMS Reading Should = 0
Reading On Meter In to Test Center = 16641 or 16641

Reading On Meter Out Of Test Center = 16641 or 0

CUSTOMER NAME AND SERVICE ADDRESS
SHIRLEY B AMIE

BILL ACCT
6863576135

REASON FOR ADJUSTMENT
NON-IMHER CURR-OIVER CR*

-- AS BILLED ----- RE-BILLED--

AS BILLED ----- RE-BILLED

-- AS BILLED-----RE-BILLED

SERVICE TO
SERVICE FROM
RATE SCHED
SERVICE DAYS
LMIS CRDT DAYS

06/29/95
05/31/95
RS-1
29

06/29/95
05/31/95
RS-1
273

SERVICE TO
SERVICE FROM
RATE SCHED
SERVICE DAYS
LMIS CRDT DAYS

07/31/95
06/29/95
RS-1
32

07/31/95
06/29/95
RS-1
32

SERVICE TO
SERVICE FROM
RATE SCHED
SERVICE DAYS
LMIS CRDT DAYS

08/29/95
07/31/95
RS-1
29

08/29/95
07/31/95
RS-1
29

KWH RDG
DEMAND RDG
ON-PK KWH RDG
ON-F EM RDG

96604

96604

KWH RDG
DEMAND RDG
ON-PK KWH RDG
ON-PK DEM RDG

98221

98221

KWH RDG
DEMAND RDG
ON-PK KWH RDG
ON-PK DEM RDG

99700

99700

TOT KWH USED
DEM USED
ON-PK USAGE
ONP DEMAND
OFFP KWH USED

2172

2610

TOT KWH USED
DEM USED
ON-PK USAGE
ONP DEMAND
OFFP KWH USED

1617

2597

TOT KWH USED
DEM USED
ON-PK USAGE
ONP DEMAND
OFFP KWH USED

1479

2615

SERV AMT
LD CNTL CR
GR RCT TAX
FRANC CHG
UTILITY TX
FL SLS TAX
PRE CNTL CR
TRANSF CR
CURTAIL CR
ACCESS CHG
USAGE CHG
ADMIN CHG
TXAB' ADJ
REV. F

157.94
0.00
1.62
4.55
14.20

190.17
0.00
1.95
5.47
17.10

SERV AMT
LD CNTL CR
GR RCT TAX
FRANC CHG
UTILITY TX
FL SLS TAX
PRE CNTL CR
TRANSF CR
CURTAIL CR

117.11
0.00
1.20
3.37
10.52

189.22
0.00
1.94
5.45
17.02

SERV AMT
LD CNTL CR
GR RCT TAX
FRANC CHG
UTILITY TX
FL SLS TAX
PRE CNTL CR
TRANSF CR
CURTAIL CR

106.97
0.00
1.10
3.08
9.61

190.53
0.00
1.95
5.48
17.13

TOTAL AMT

178.31

214.69

TOTAL AMT

132.20

213.63

TOTAL AMT

120.76

215.09

RECALCULATED AMOUNT

36.38

RECALCULATED AMOUNT

81.43

RECALCULATED AMOUNT

94.33

PG 000013

CUSTOMER NAME AND SERVICE ADDRESS
SHIRLEY B AMIE

BILL ACCT
6863576135

REASON FOR ADJUSTMENT
NON-INHER CURR-OIVER CR*

| -- AS BILLED ----- RE-BILLED-- | | | AS BILLED ----- RE-BILLED | | | -- AS BILLED-----RE-BILLED | | |
|--------------------------------|----------|----------|---------------------------|----------|----------|----------------------------|----------|----------|
| SERVICE TO | 09/28/95 | 09/28/95 | SERVICE TO | 10/27/95 | 10/27/95 | SERVICE TO | 11/29/95 | 11/29/95 |
| SERVICE FROM | 08/29/95 | 08/29/95 | SERVICE FROM | 09/28/95 | 09/28/95 | SERVICE FROM | 10/27/95 | 10/27/95 |
| RATE SCHED | RS-1 | RS-1 | RATE SCHED | RS-1 | RS-1 | RATE SCHED | RS-1 | RS-1 |
| SERVICE DAYS | 30 | 30 | SERVICE DAYS | 29 | 29 | SERVICE DAYS | 33 | 33 |
| LMIS CRDT DAYS | | | LMIS CRDT DAYS | | | LMIS CRDT DAYS | | |
| KWH RDG | 820 | 820 | KWH RDG | 1739 | 1739 | KWH RDG | 2592 | 2592 |
| DEMAND RDG | | | DEMAND RDG | | | DEMAND RDG | | |
| ON-PK KWH RDG | | | ON-PK KWH RDG | | | ON-PK KWH RDG | | |
| ON-F EM RDG | | | ON-PK DEM RDG | | | ON-PK OEM RDG | | |
| TOT KWH USED | 1120 | 2569 | TOT KWH USED | 919 | 2224 | TOT KWH USED | 853 | 1724 |
| DEM USED | | | DEM USED | | | DEM USED | | |
| ON-PK USAGE | | | ON-PK USAGE | | | ON-PK USAGE | | |
| OMP DEMAND | | | OMP DEMAND | | | OMP DEMAND | | |
| OFFP KWH USED | | | OFFP KWH USED | | | OFFP KWH USED | | |
| SERV AMT | 84.07 | 195.24 | SERV AMT | 68.65 | 168.76 | SERV AMT | 63.59 | 130.42 |
| LD CNTL CR | 0.00 | 0.00 | LD CNTL CR | 0.00 | 0.00 | LD CNTL CR | 0.00 | 0.00 |
| GR RCT TAX | .86 | 2.00 | GR RCT TAX | .70 | 1.73 | GR RCT TAX | .65 | 1.34 |
| FRANC CHG | 2.42 | 5.62 | FRANC CHG | 1.98 | 4.86 | FRANC CHG | 1.83 | 3.75 |
| UTILITY TX | 7.57 | 17.60 | UTILITY TX | 6.17 | 15.21 | UTILITY TX | 5.72 | 11.75 |
| FL SLS TAX | | | FL SLS TAX | | | FL SLS TAX | | |
| PRE CNTL CR | | | PRE CNTL CR | | | PRE CNTL CR | | |
| TRANSF CR | | | TRANSF CR | | | TRANSF CR | | |
| CURTAIL CR | | | CURTAIL CR | | | CURTAIL CR | | |
| ACCESS CHG | | | | | | | | |
| USAGE CHG | | | | | | | | |
| ADMIN CHG | | | | | | | | |
| TXAB' ADJ | | | | | | | | |
| REV. F | | | | | | | | |
| TOTAL AMT | 94.92 | 220.46 | TOTAL AMT | 77.50 | 190.56 | TOTAL AMT | 71.79 | 147.26 |
| RECALCULATED AMOUNT | 125.54 | | RECALCULATED AMOUNT | 113.06 | | RECALCULATED AMOUNT | 75.47 | |

PG 000014

CUSTOMER NAME AND SERVICE ADDRESS
SHIRLEY B AMIE

BILL ACCT
6063576135

REASON FOR ADJUSTMENT
NON-INHER CURR-DIVER CR*

| -- AS BILLED ----- RE-BILLED-- | | | AS BILLED ----- RE-BILLED | | | -- AS BILLED-----RE-BILLED | | |
|--------------------------------|----------|----------|---------------------------|----------|----------|----------------------------|----------|----------|
| SERVICE TO | 01/02/96 | 01/02/96 | SERVICE TO | 01/31/96 | 01/31/96 | SERVICE TO | 02/29/96 | 02/29/96 |
| SERVICE FROM | 11/29/95 | 11/29/95 | SERVICE FROM | 01/02/96 | 01/02/96 | SERVICE FROM | 01/31/96 | 01/31/96 |
| RATE SCHED | RS-1 | RS-1 | RATE SCHED | RS-1 | RS-1 | RATE SCHED | RS-1 | RS-1 |
| SERVICE DAYS | 34 | 34 | SERVICE DAYS | 29 | 29 | SERVICE DAYS | 29 | 29 |
| LMIS CRDT DAYS | | | LMIS CRDT DAYS | | | LMIS CRDT DAYS | | |
| KWH RDC | 3646 | 3646 | KWH RDC | 4213 | 4213 | KWH RDC | 5325 | 5325 |
| DEMAND RDC | | | DEMAND RDC | | | DEMAND RDC | | |
| ON-PK KWH RDC | | | ON-PK KWH RDC | | | ON-PK KWH RDC | | |
| ON-P EN RDC | | | ON-PK DEM RDC | | | ON-PK DEM RDC | | |
| TOT KWH USED | 1054 | 1952 | TOT KWH USED | 567 | 1663 | TOT KWH USED | 1112 | 1610 |
| DEM USED | | | DEM USED | | | DEM USED | | |
| ON-PK USAGE | | | ON-PK USAGE | | | ON-PK USAGE | | |
| ONP DEMAND | | | ONP DEMAND | | | ONP DEMAND | | |
| OFFP KWH USED | | | OFFP KWH USED | | | OFFP KWH USED | | |
| SERV AMT | 79.01 | 147.91 | SERV AMT | 43.47 | 125.72 | SERV AMT | 83.47 | 121.67 |
| LD CNTL CR | 0.00 | 0.00 | LD CNTL CR | 0.00 | 0.00 | LD CNTL CR | 0.00 | 0.00 |
| GR RCT TAX | .81 | 1.52 | GR RCT TAX | .45 | 1.29 | GR RCT TAX | .86 | 1.25 |
| FRANC CHG | 2.27 | 4.26 | FRANC CHG | 1.25 | 3.62 | FRANC CHG | 2.40 | 3.50 |
| UTILITY TX | 7.11 | 13.33 | UTILITY TX | 3.93 | 11.33 | UTILITY TX | 7.51 | 10.96 |
| FL SLS TAX | | | FL SLS TAX | | | FL SLS TAX | | |
| PRE CNTL CR | | | PRE CNTL CR | | | PRE CNTL CR | | |
| TRANSF CR | | | TRANSF CR | | | TRANSF CR | | |
| CURTAIL CR | | | CURTAIL CR | | | CURTAIL CR | | |
| ACCESS CHG | | | | | | | | |
| USAGE CHG | | | | | | | | |
| ADMIN CHG | | | | | | | | |
| TXAB' ADJ | | | | | | | | |
| REV . F | | | | | | | | |
| TOTAL AMT | 89.20 | 167.02 | TOTAL AMT | 49.10 | 141.96 | TOTAL AMT | 94.24 | 137.38 |
| RECALCULATED AMOUNT | 77.82 | | RECALCULATED AMOUNT | 92.86 | | RECALCULATED AMOUNT | 43.14 | |

PG 000015

CUSTOMER NAME AND SERVICE ADDRESS
SHIRLEY B AMIE

BILL ACCT
6863576135

REASON FOR ADJUSTMENT
NON-INHER CURR-DIVER CR*

| -- AS BILLED ----- RE-BILLED-- | | | AS BILLED ----- RE-BILLED | | | -- AS BILLED-----RE-BILLED) | | |
|--------------------------------|----------|----------|---------------------------|----------|----------|-----------------------------|----------|----------|
| SERVICE TO | 03/29/96 | 03/29/96 | SERVICE TO | 04/29/96 | 04/29/96 | SERVICE TO | 05/29/96 | 05/29/96 |
| SERVICE FROM | 02/29/96 | 02/29/96 | SERVICE FROM | 03/29/96 | 03/29/96 | SERVICE FROM | 04/29/96 | 04/29/96 |
| RATE SCHED | RS-1 | RS-1 | RATE SCHED | RS-1 | RS-1 | RATE SCHED | RS-1 | RS-1 |
| SERVICE DAYS | 28 | 28 | SERVICE DAYS | 32 | 32 | SERVICE DAYS | 30 | 30 |
| LNIS CRDT DAYS | | | LNIS CRDT DAYS | | | LNIS CRDT DAYS | | |
| KWH RDG | 5959 | 5959 | KWH RDG | 6950 | 6950 | KWH RDG | 7844 | 7844 |
| DEMAND RDG | | | DEMAND RDG | | | DEMAND RDG | | |
| ON-PK KWH RDG | | | ON-PK KWH RDG | | | ON-PK KWH RDG | | |
| ON-F EM RDG | | | ON-PK DEM RDG | | | ON-PK DEM RDG | | |
| TOT KWH USED | 634 | 1617 | TOT KWH USED | 991 | 1952 | TOT KWH USED | 894 | 2324 |
| DEM USED | | | DEM USED | | | DEM USED | | |
| ON-PK USAGE | | | ON-PK USAGE | | | ON-PK USAGE | | |
| OMP DEMAND | | | OMP DEMAND | | | OMP DEMAND | | |
| OFFP KWH USED | | | OFFP KWH USED | | | OFFP KWH USED | | |
| SERV AMT | 47.96 | 122.20 | SERV AMT | 74.17 | 147.90 | SERV AMT | 66.73 | 176.44 |
| LD CNTL CR | 0.00 | 0.00 | LD CNTL CR | 0.00 | 0.00 | LD CNTL CR | 0.00 | 0.00 |
| GR RCT TAX | .49 | 1.25 | GR RCT TAX | .76 | 1.52 | GR RCT TAX | .68 | 1.81 |
| FRANC CHG | 1.36 | 3.48 | FRANC CHG | 2.11 | 4.21 | FRANC CHG | 1.90 | 5.02 |
| UTILITY TX | 4.13 | 10.51 | UTILITY TX | 6.37 | 12.73 | UTILITY TX | 5.73 | 15.19 |
| FL SLS TAX | | | FL SLS TAX | | | FL SLS TAX | | |
| PRE CNTL CR | | | PRE CNTL CR | | | PRE CNTL CR | | |
| TRANSF CR | | | TRANSF CR | | | TRANSF CR | | |
| CURTAIL CR | | | CURTAIL CR | | | CURTAIL CR | | |
| ACCESS CHG | | | | | | | | |
| USAGE CHG | | | | | | | | |
| ADMIN CHG | | | | | | | | |
| TXAB' ADJ | | | | | | | | |
| REV. F | | | | | | | | |
| TOTAL AMT | 53.94 | 137.44 | TOTAL AMT | 83.41 | 166.36 | TOTAL AMT | 75.04 | 198.46 |
| RECALCULATED AMOUNT | 83.50 | | RECALCULATED AMOUNT | 82.95 | | RECALCULATED AMOUNT | 123.42 | |

PG 000016

CUSTOMER NAME AND SERVICE ADDRESS
SHIRLEY B AMIE

BILL ACCT
6863576135

REASON FOR ADJUSTMENT
NON-INHER CURR-DIVER CR*

| -- AS BILLED ----- RE-BILLED-- | | | AS BILLED ----- RE-BILLED | | | -- AS BILLED-----RE-BILLED | | |
|--------------------------------|----------|----------|---------------------------|----------|----------|----------------------------|----------|----------|
| SERVICE TO | 06/27/96 | 06/27/96 | SERVICE TO | 07/29/96 | 07/29/96 | SERVICE TO | 08/27/96 | 08/27/96 |
| SERVICE FROM | 05/29/96 | 05/29/96 | SERVICE FROM | 06/27/96 | 06/27/96 | SERVICE FROM | 07/29/96 | 07/29/96 |
| RATE SCHED | RS-1 | RS-1 | RATE SCHED | RS-1 | RS-1 | RATE SCHED | RS-1 | RS-1 |
| SERVICE DAYS | 29 | 29 | SERVICE DAYS | 32 | 32 | SERVICE DAYS | 29 | 29 |
| LMIS CRDT DAYS | | | LMIS CRDT DAYS | | | LMIS CRDT DAYS | | |
| KWH RDG | 8790 | 8790 | KWH RDG | 10230 | 10230 | KWH RDG | 10858 | 10858 |
| DEMAND RDG | | | DEMAND RDG | | | DEMAND RDG | | |
| ON-PK KWH RDG | | | ON-PK KWH RDG | | | ON-PK KWH RDG | | |
| ON-F EN RDG | | | ON-PK DEM RDG | | | ON-PK DEM RDG | | |
| TOT KWH USED | 946 | 2556 | TOT KWH USED | 1440 | 2842 | TOT KWH USED | 628 | 2689 |
| DEM USED | | | DEM USED | | | DEM USED | | |
| ON-PK USAGE | | | ON-PK USAGE | | | ON-PK USAGE | | |
| ONP DEMAND | | | ONP DEMAND | | | ONP DEMAND | | |
| OFFP KWH USED | | | OFFP KWH USED | | | OFFP KWH USED | | |
| SERV AMT | 71.95 | 197.56 | SERV AMT | 110.49 | 219.89 | SERV AMT | 48.37 | 207.94 |
| LD CNTL CR | 0.00 | 0.00 | LD CNTL CR | 0.00 | 0.00 | LD CNTL CR | 0.00 | 0.00 |
| GR RCT TAX | .74 | 2.03 | GR RCT TAX | 1.13 | 2.26 | GR RCT TAX | .50 | 2.13 |
| FRANC CHG | 2.05 | 5.62 | FRANC CHG | 3.14 | 6.26 | FRANC CHG | 1.38 | 5.92 |
| UTILITY TX | 6.07 | 16.74 | UTILITY TX | 9.34 | 18.63 | UTILITY TX | 4.09 | 17.62 |
| FL SLS TAX | | | FL SLS TAX | | | FL SLS TAX | | |
| PRE CNTL CR | | | PRE CNTL CR | | | PRE CNTL CR | | |
| TRANSF CR | | | TRANSF CR | | | TRANSF CR | | |
| CURTAIL CR | | | CURTAIL CR | | | CURTAIL CR | | |
| ACCESS CHG | | | | | | | | |
| USAGE CHG | | | | | | | | |
| ADMIN CHG | | | | | | | | |
| TXAB' ADJ | | | | | | | | |
| REV . F | | | | | | | | |
| TOTAL AMT | 80.81 | 221.95 | TOTAL AMT | 124.10 | 247.04 | TOTAL AMT | 54.34 | 233.61 |
| RECALCULATED AMOUNT | 141.14 | | RECALCULATED AMOUNT | 122.94 | | RECALCULATED AMOUNT | 179.27 | |

PG 000017

CUSTOMER NAME AND SERVICE ADDRESS
SHIRLEY B AMIE

BILL ACCT
6863576135

REASON FOR ADJUSTMENT
NON-INHER CURR-DIVER CR*

| -- AS BILLED ----- RE-BILLED-- | | | AS BILLED ----- RE-BILLED | | | -- AS BILLED-----RE-BILLED | | |
|--------------------------------|----------|----------|---------------------------|----------|----------|----------------------------|----------|----------|
| SERVICE TO | 09/26/96 | 09/26/96 | SERVICE TO | 10/25/96 | 10/25/96 | SERVICE TO | 11/26/96 | 11/26/96 |
| SERVICE FROM | 08/27/96 | 08/27/96 | SERVICE FROM | 09/25/96 | 09/26/96 | SERVICE FROM | 10/25/96 | 10/25/96 |
| RATE SCHED | RS-1 | RS-1 | RATE SCHED | RS-1 | RS-1 | RATE SCHED | RS-1 | RS-1 |
| SERVICE DAYS | 30 | 30 | SERVICE DAYS | 29 | 29 | SERVICE DAYS | 32 | 32 |
| LMIS CRDT DAYS | | | LMIS CRDT DAYS | | | LMIS CRDT DAYS | | |
| KWH RDG | 11768 | 11768 | KWH RDG | 12793 | 12793 | KWH RDG | 14174 | 14174 |
| DEMAND RDG | | | DEMAND RDG | | | DEMAND RDG | | |
| ON-PK KWH RDG | | | ON-PK KWH RDG | | | ON-PK KWH RDG | | |
| ON-P EM RDG | | | ON-PK DEM RDG | | | ON-PK DEM RDG | | |
| TOT KWH USED | 910 | 2500 | TOT KWH USED | 1025 | 2033 | TOT KWH USED | 1381 | 1773 |
| DEM USED | | | DEM USED | | | DEM USED | | |
| ON-PK USAGE | | | ON-PK USAGE | | | ON-PK USAGE | | |
| ONP DEMAND | | | ONP DEMAND | | | ONP DEMAND | | |
| OFFP KWH USED | | | OFFP KWH USED | | | OFFP KWH USED | | |
| SERV AMT | 70.82 | 197.84 | SERV AMT | 80.01 | 160.52 | SERV AMT | 108.45 | 139.76 |
| LD CNTL CR | 0.00 | 0.00 | LD CNTL CR | 0.00 | 0.00 | LD CNTL CR | 0.00 | 0.00 |
| GR RCT TAX | .73 | 2.03 | GR RCT TAX | .82 | 1.65 | GR RCT TAX | 1.11 | 1.43 |
| FRANC CHG | 2.02 | 5.63 | FRANC CHG | 2.28 | 4.57 | FRANC CHG | 3.09 | 3.98 |
| UTILITY TX | 6.01 | 16.84 | UTILITY TX | 6.79 | 13.65 | UTILITY TX | 9.21 | 11.88 |
| FL SLS TAX | | | FL SLS TAX | | | FL SLS TAX | | |
| PRE CNTL CR | | | PRE CNTL CR | | | PRE CNTL CR | | |
| TRANSF CR | | | TRANSF CR | | | TRANSF CR | | |
| CURTAIL CR | | | CURTAIL CR | | | CURTAIL CR | | |
| ACCESS CHG | | | | | | | | |
| USAGE CHG | | | | | | | | |
| ADMIN CHG | | | | | | | | |
| TXAB' ADJ | | | | | | | | |
| REV . F | | | | | | | | |
| TOTAL AMT | 79.58 | 222.34 | TOTAL AMT | 89.90 | 180.39 | TOTAL AMT | 121.86 | 157.05 |
| RECALCULATED AMOUNT | 142.76 | | RECALCULATED AMOUNT | 90.49 | | RECALCULATED AMOUNT | 35.19 | |

PS 000018

CUSTOMER NAME AND SERVICE ADDRESS
SHIRLEY B AMIE

BILL ACCT
6863576135

REASON FOR ADJUSTMENT
NON-INHER CURR-DIVER CR*

| -- AS BILLED ----- RE-BILLED-- | | | AS BILLED ----- RE-BILLED | | | -- AS BILLED-----RE-BILLED | | |
|--------------------------------|----------|----------|---------------------------|----------|----------|----------------------------|----------|----------|
| SERVICE TO | 12/28/96 | 12/28/96 | SERVICE TO | 01/29/97 | 01/29/97 | SERVICE TO | 02/28/97 | 02/28/97 |
| SERVICE FROM | 11/26/96 | 11/26/96 | SERVICE FROM | 12/28/96 | 12/28/96 | SERVICE FROM | 01/29/97 | 01/29/97 |
| RATE SCHED | RS-1 | RS-1 | RATE SCHED | RS-1 | RS-1 | RATE SCHED | RS-1 | RS-1 |
| SERVICE DAYS | 31 | 31 | SERVICE DAYS | 33 | 33 | SERVICE DAYS | 30 | 30 |
| LMIS CRDT DAYS | | | LMIS CRDT DAYS | | | LMIS CRDT DAYS | | |
| KWH RDG | 14710 | 14710 | KWH RDG | 15914 | 15914 | KWH RDG | 16641 | 16641 |
| DEMAND RDG | | | DEMAND RDG | | | DEMAND RDG | | |
| ON-PK KWH RDG | | | ON-PK KWH RDG | | | ON-PK KWH RDG | | |
| ON-P EM RDG | | | ON-PK DEM RDG | | | ON-PK DEM RDG | | |
| TOT KWH USED | 536 | 1952 | TOT KWH USED | 1204 | 1663 | TOT KWH USED | 727 | 1610 |
| DEM USED | | | DEM USED | | | DEM USED | | |
| ON-PK USAGE | | | ON-PK USAGE | | | ON-PK USAGE | | |
| OMP DEMAND | | | OMP DEMAND | | | OMP DEMAND | | |
| OFFP KWH USED | | | OFFP KWH USED | | | OFFP KWH USED | | |
| SERV AMT | 43.10 | 154.05 | SERV AMT | 94.32 | 130.98 | SERV AMT | 56.44 | 126.73 |
| LD CNTL CR | 0.00 | 0.00 | LD CNTL CR | 0.00 | 0.00 | LD CNTL CR | 0.00 | 0.00 |
| GR RCT TAX | .44 | 1.58 | GR RCT TAX | .97 | 1.34 | GR RCT TAX | .58 | 1.30 |
| FRANC CHG | 1.23 | 4.38 | FRANC CHG | 2.68 | 3.73 | FRANC CHG | 1.61 | 3.61 |
| UTILITY TX | 3.68 | 13.10 | UTILITY TX | 8.01 | 11.14 | UTILITY TX | 4.78 | 10.77 |
| FL SLS TAX | | | FL SLS TAX | | | FL SLS TAX | | |
| PRE CNTL CR | | | PRE CNTL CR | | | PRE CNTL CR | | |
| TRANSF CR | | | TRANSF CR | | | TRANSF CR | | |
| CURTAIL CR | | | CURTAIL CR | | | CURTAIL CR | | |
| ACCESS CHG | | | | | | | | |
| USAGE CHG | | | | | | | | |
| ADMIN CHG | | | | | | | | |
| TXAB' ADJ | | | | | | | | |
| REV L F | | | | | | | | |
| TOTAL AMT | 48.45 | 173.11 | TOTAL AMT | 105.98 | 147.19 | TOTAL AMT | 63.41 | 142.41 |
| RECALCULATED AMOUNT | 124.66 | | RECALCULATED AMOUNT | 41.21 | | RECALCULATED AMOUNT | 79.00 | |

PG 000019

CUSTOMER NAME AND SERVICE ADDRESS
SHIRLEY B AMIE

BILL ACCT
6863576135

REASON FOR ADJUSTMENT
NON-INHER CURR-DIVER CR*

-- AS BILLED ----- RE-BILLED--

| | | |
|----------------|----------|----------|
| SERVICE TO | 03/31/97 | 03/31/97 |
| SERVICE FROM | 02/28/97 | 02/28/97 |
| RATE SCHED | RS-1 | RS-1 |
| SERVICE DAYS | 31 | 31 |
| LMIS CRDT DAYS | | |
| KWH RDG | 1125 | 1125 |
| DEMAND RDG | | |
| ON-PK KWH RDG | | |
| ON-F EM RDG | | |
| TOT KWH USED | 1125 | 1699 |
| DEM USED | | |
| ON-PK USAGE | | |
| ONP DEMAND | | |
| OFFP KWH USED | | |
| SERV AMT | 87.13 | 132.53 |
| LD CNTL CR | 0.00 | 0.00 |
| GR RCT TAX | .89 | 1.36 |
| FRANC CHG | 2.98 | 4.54 |
| UTILITY TX | 7.44 | 11.34 |
| FL SLS TAX | | |
| PRE CNTL CR | | |
| TRANSF CR | | |
| CURTAIL CR | | |
| ACCESS CHG | | |
| USAGE CHG | | |
| ADMIN CHG | | |
| TXAB' ADJ | | |
| REV . F | | |
| TOTAL AMT | 98.44 | 149.77 |
| | ===== | ===== |

RECALCULATED AMOUNT 51.33
=====

PC NNNNN

Please request changes on the back. Notes on the front will not be detected.

I added my donation for the Care to Share Energy Fund to help those in need. (Mark 'X' in box)

W 6,8 8503 6
 612384

\$1 \$2 \$5 \$10 Other

PLEASE FILL IN TOTAL AMOUNT PAID

\$ _____

Make check payable to FPL in U.S. funds and mail along with this coupon to:

SHIRLEY B AMIE
 4920 NW 24TH CT
 MIAMI FL 33142

FPL
 GENERAL MAIL FACILITY
 MIAMI FL 33188-0001

| Account Number | Total Now Due | NEW Charges Past Due |
|----------------|---------------|----------------------|
| 68635-76135 | \$5,761.21 | JUN 30 1997 |

CUSTOMER STATEMENT

Statement Date: JUN 09 1997
 Customer Name: SHIRLEY B AMIE
 Service Address: 4920 NW 24 CT

Account Number: 68635-76135

Service Dates: JUL 01 91 to MAY 31
 Service Days: See message below
 Next Scheduled Read Date: JUN 27 1997

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 2,443.62 | 165.38CR | 4,998.38CR | 2,720.14CR | 8,481.35 | JUN 30 1997 | \$5,761.21 |

| | |
|-----------------------------|---------|
| Multiple-Month Usage | |
| Meter No. 5C44790 | |
| Total KWH | 100,460 |

Account Activity

Previous Statement Balance 2,443.62
 Payment Received - THANK YOU 165.38CR
 Additional Activity:
 Credit 4,998.38CR

BALANCE BEFORE NEW CHARGES 2,720.14

Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE

Electric Service Amount 7,483.18
 Gross Receipts Tax Increase 71.80
 Franchise Charge 255.06
 Utility Tax 671.31
Current Electric Charges 8,481.35

TOTAL NEW CHARGES: 8,481.35

TOTAL NOW DUE: \$5,761.21

Messages

- A late payment charge of 1.5% will apply if not paid by JUN 30.
- This bill is for multiple (47) billing periods. Details of each period are available on the attached report(s).
- Instead of having the Post Office forward your electric bill, let us know and we will send it directly to you. Please put your new address on the back of your bill.



Please request changes on the back. Notes on the front will not be detected.

I added my donation for the Care to Share Energy Fund to help those in need. (Mark 'X' in box)

A 1 6,8 8503 7
612336

\$1 \$2 \$5 \$10 Other
PLEASE FILL IN TOTAL AMOUNT PAID
\$
Dollars Cents

SHIRLEY B AMIE
4920 NW 24TH CT
MIAMI FL 33142-3630

Make check payable to FPL in U.S. dollars and mail along with this coupon to

FPL
GENERAL MAIL FACILITY
MIAMI FL 33188-0001



| Account Number | Total Now Due | NEW Charges Past Due |
|----------------|---------------|----------------------|
| 68635-76135 | \$2,443.62 | JUN 25 1997 |

FOLD ON PERFORATION BEFORE TEARING

CUSTOMER STATEMENT

Statement Date: JUN 04 1997
Customer Name: SHIRLEY B AMIE
Service Address: 4920 NW 24 CT

Account Number: 68635-76135
Service Dates: MAY 31 95 to MAR 31 97
Service Days: See message below
Next Scheduled Read Date: JUN 27 1997

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 165.38 | 0.00 | 1,748.93CR | 1,581.55CR | 4,025.17 | JUN 25 1997 | \$2,443.62 |

Multiple-Month Usage
Meter No. 5C44790
Total KWH 48,774

Account Activity *CORRECTED BILL

Previous Statement Balance 165.38

Additional Activity:
Credit 1,987.28CR
Revenue Protection Invest Charge 240.35

BALANCE BEFORE NEW CHARGES 1,581.55

Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE

Electric Service Amount 3,573.98
Gross Receipts Tax Increase 38.66
Franchise Charge 102.96
Utility Tax 311.57

Current Electric Charges 4,025.17

TOTAL NEW CHARGES: 4,025.17

TOTAL NOW DUE: \$2,443.62

Messages

- A late payment charge of 1.5% will apply if not paid by JUN 25.
- This bill is for multiple (22) billing periods. Details of each period are available on the attached report(s).
- Instead of having the Post Office forward your electric bill, let us know and we will send it directly to you. Please put your new address on the back of your bill.

